

LOUDOUN COUNTY TRANSIT AND COMMUTER SERVICES



Loudoun County Government

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GUIDELINES FOR RIDING LC TRANSIT COMMUTER BUSES

RIDER GUIDE



OCTOBER 2013

SERVICE GUIDELINES

Service Alerts: LC Transit has two forms of message notification for its passengers: **Bus Biz** and **LC Alert**. Riders are strongly encouraged to sign up for these two services.

Bus Biz is an e-mail notification system used to send information to riders relative to the service. These may range from surveys for holiday schedules to changes in parking at a particular park and ride lot.



LC Alert is a real-time text-messaging system that is used when service is being disrupted based on unanticipated road closures, detours or major traffic delays. LC Alerts are sent if a bus is anticipated to be more than 10 minutes late.

To sign up for **Bus Biz** send an email to rideshare@loudoun.gov. To register for **LC Alert** go to the Website at www.loudoun.gov/bus

and complete the LC Alert form.

Baggage and Parcels: Carry on items are permitted if placed in the overhead luggage compartments, beneath your seat or on your lap. They are not allowed to be stored in the aisle. The bus driver is not permitted to open the underneath compartments to store luggage or parcels for passengers.

Bicycles: Passengers who want to put a bicycle in the underneath luggage compartment must complete a "Bike on Bus" registration form. Forms are located on the Website. Bicycles can be placed on the buses at the following locations: AM — any pick up location in Loudoun County and West Falls Church Metro Station; PM — Independence & 12th, Crystal Drive & 20th St, Rosslyn, and West Falls Church Metro Station.



Inclement Weather/Early Dismissal Schedule: LC Transit utilizes an inclement weather/early dismissal schedule when severe weather, difficult road conditions or unforeseen circumstances can interrupt commuter bus service. This schedule is available on the Website at www.loudoun.gov/bus. Notices of when the schedules are in effect will be displayed on local television stations (Channels 4, 5, 7, 8, and 9) and radio stations WTOP & WMAL, and by a recorded telephone message a 703-771-5665.

Business Hours: Loudoun County Office of Transportation Services' office hours are from 8:30 am to 5:00 pm Monday through Friday. Passengers may call the Dispatch Office of Veolia Transportation at 443-506-9499 to check on the status of a bus before and after normal County business hours. This number should be used only when a bus is at least 15 minutes late and an LC Alert has not been sent to text-message devices.

ADA: LC Transit buses are in compliance with the American with Disabilities Act. Each bus is equipped with a wheelchair lift and appropriate seating for up to two wheelchairs. Buses also have kneeling capability that enable passengers to board at curb level.

Priority Seating Policy for Loudoun County: The Tysons Express commuter bus service is fully compliant with the FTA and DOT regulation **49 CFR §37.167(j)** for Priority Seating. Priority seats are designated as the seats in the front row, as well as the seats marked with a handicap sticker. The seats identified with the handicap sticker are located about midway on the commuter bus and are seats that may have to be moved should a wheelchair passenger need to be transported.

Regulation **49 CFR §37.167(j)** states that bus operators *must ask* individuals in priority seating areas or wheelchair securement areas to move if a person with a disability needs that space. Persons with disabilities and elderly persons are excluded from this request. The operator is not required to enforce the request.

Holiday Service: LC Transit does not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. LC Transit offers limited/holiday service on the following days: Martin Luther King, Jr. Day, Presidents Day, Columbus Day, Veterans Day and the Friday after Thanksgiving.

Guaranteed Ride Home (GRH): What if you use alternative transportation to get to work and you have an unexpected family emergency or unscheduled overtime? Don't panic. Commuter Connections provides the Guaranteed Ride Home (GRH) Program. GRH is an incentive for commuters to use carpooling, vanpooling, transit, or bicycling rather than driving alone. The program provides a safety net and assurance that an individual can get home and not left at work if any unexpected situation arises. Call 1-800-745-RIDE or visit www.commuterconnections.org to register or to review the guidelines. This program is provided by the Council of Governments (COG).

PASSENGER PROTOCOLS



•**When using cell phones, please be considerate** - use a silent mode or low volume ring tone and keep calls brief (less than five minutes). Speak quietly when conversing with other passengers or when using a cell phone. **Note:** The County receives the most complaints on this particular issue.

•**Seats are for passengers, not belongings.** Do not store belongings on the seat next to you. Place them in the overhead bins.

•**Seat backs must remain in their full upright position until the bus has left its last stop in Loudoun County in the mornings and its last stop in DC or Rosslyn in the afternoon.** Once the bus has departed its last stop, passengers may carefully recline their seatbacks after politely notifying the passenger sitting behind them. If you choose to recline your seat, please respect the personal space of the passenger behind you.

•Headphones are required for portable music and gaming devices. Keep volume low even when using headphones.

•Snacking on the bus is allowed, but remember to take your trash with you and deposit it in the trash bag.

•Please do not smoke in line while waiting for the bus at the park and ride lots.



•Scheduled arrival and departure times are subject to traffic conditions. Once the door closes and the bus begins to depart the stop, the driver will not open the door for late arriving passengers. We recommend being at the stop at least five minutes early. Drivers are not permitted to pick up or drop off passengers other than at designated stops. **Special Note:** In Washington, DC it is illegal for the bus to wait along the curbs/sidewalks. Buses may arrive ahead of scheduled departure times if the passenger load or traffic is light.

Lost and found personal items left on a bus will remain on the same bus for 24 hours, and then the item will be turned over to County Staff. Staff will hold the item for 30 days then donate it to Goodwill or the Salvation Army. Passengers may call or email the County to check on the status of a lost item.

•The buses are equipped with two air conditioning-heating systems, one for the driver and one for the passengers. The temperature on the bus is set at 68 degrees. Let your driver know if you are experiencing extreme cold or hot conditions in your part of the bus. He/she may not be aware if there is an issue with the temperature in the rear of the bus. Remember every individual interprets being hot and cold differently, so we recommend carrying a sweater or jacket if you have a tendency to be bothered by cold temperatures on buses.

•One child five years old or younger may ride free when accompanied by a paying adult. The child who rides free may be required to relinquish their seat if there are standees on the bus. Children five years old and younger may not stand on the Bus.

PAYMENT GUIDELINES

LC Transit buses are equipped with SmarTrip® compatible fareboxes. These fareboxes accept only SmarTrip® cards or cash (coins, except pennies, and \$1, \$5, \$10 and \$20 bills). When using cash, exact fare amount is required. The farebox or driver cannot make or give change.

SmarTrip® cards can be purchased at our office and Metro sales locations. Call 202-637-7000 or visit www.metroopensdoors.com to find the sales location nearest you.

Register your SmarTrip® card so that if it is lost or stolen you will be able to transfer your remaining balance to a new card.

You can load value (dollars) on your SmarTrip® card at Metrorail ticket vending machines. These machines accept cash and debit/credit cards. Value can also be added online at <http://www.wmata.com/fares/smartrip/>



CONNECTING TO THE REGION

WMATA: The Washington Metropolitan Area Transit Authority (WMATA) operates Metrorail and Metrobus in the Washington, DC area. LC Transit stops at a few Metrorail locations in Virginia and the District of Columbia. A SmarTrip® card can be used on Metrorail and on Metrobuses. For information on Metro call 202-637-7000 or visit their website: www.metroopensdoors.com.



Fairfax Connector: Public transportation in Fairfax County is provided by the Fairfax Connector. The Connector operates buses out of Herndon, Reston, Tysons, West Falls Church and other locations in Fairfax County. LC Transit buses that stop at West Falls Church may be an option for passengers needing to go to Tysons Corner or other locations in Falls Church or Vienna. Visit www.fairfaxconnector.com or call 703-339-7200.

TYSONS EXPRESS: Tysons Express provides seven morning departures and seven afternoon/evening returns between park & ride lots in Hamilton, Leesburg, Goose Creek Village and Broadlands South (Ashburn) and various employment sites in Tysons Corner. Visit www.loudoun.gov/bus-tysons for more information.



VRT: Local bus service in Loudoun County is provided by Virginia Regional Transit (VRT). There are fixed routes such as the Route 70, Route 80, Route 81, Route 82, Route 84X, Purcellville Connector, Dulles 2 Dulles Connector, Ashburn Village Connector and Ashburn Farms Connector. They also provide the WFC Express bus service that is all day service between the West Falls Church Metro Station and Loudoun County. VRT also provides On-Demand service to residents of Loudoun. VRT can be reached at 1-877-777-

2708 or on the web at www.vatransit.org.

OTHER COMMUTING OPTIONS

Form or Join a Carpool or Vanpool: Staff from Loudoun County maintains a database of registered carpoolers and vanpoolers and can try to match you with existing carpools or even start a new one. Information such as your home address, destination (employer) and work hours are needed to generate a match letter. The match service is free.

NuRide: NuRide is a ride network where people meet online, plan trips and get rewards to ride together. Visit www.NuRide.com for more information on this program.

